

Be Use Headers

TEAM 3

STENT # 06011160-6

WEEK DATE 9/13/04

RESEARCH REQUEST

- Issue Name ref. p. 4
- Ref p. 7 pos. 11 - missing number

Action Requested by: CL

Date: 11/1/04

DESCRIPTION OF RESOLUTION

Please complete Disposition section

*Fixed*  
*11/4/04*  
*ES*

Action Requested by: \_\_\_\_\_

Date: \_\_\_\_\_

DISPOSITION

☐ MAKE CORRECTION:

☐ In Production

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☐ USE AS IS

☐ COMMUNICATION:

☐ Distribute Department wide as example only

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PGP --> IDC REUSE MOVE SUMMARY SHEET FOR: 06011160 - 09/13/04 0042 Of 0047

Report Date/Time: 09/17/04 - 07:48  
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Created TEXTFILE: 60111606.001  
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Patent Contains Text Only.

VALID

Pat. No. 06010194 - 6  
Issue Date: 09/13/04

Group ID: G  
User ID: jfblack

Page 1

KS: 1,019

Warning [Pages Of Foreign References:]

page 1 has no references

page 2 has no references

Warning [Pages Of Other References:]

page 1 has no references

7-7

INVALID

Pat. No. 06011160 - 6  
Issue Date: 09/13/04

Group ID: H  
User ID: CXLang

Page 1  
KS: 7,555

Invalid [US Ref Document Number: Page:7 Posn:11 ]

Document Number cannot be a PreGrant Application Number because it has less than 12 characters

PG Pub Number has less than 7 characters

cannot be a Patent Number because it has more than 9 characters  
illegal character '/' at position 5

would have more than 9 characters after commas are added  
shortened to 9 characters

Marker [US Ref Document Number: Page:7 Posn:11 ]

qa

Warning [Pages Of US References:]

page 8 has no references

Warning [Pages Of Foreign References:]

page 1 has no references

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Warning [Pages Of Other References:]

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page 6 has no references

page 9 has no references

page 11 has no references

Warning [Blue Slip Sub Class Versus Sub Class:]

has SubClass from Blue Slip that does not match SubClass from Jacket

146/ fixed  
11/4/04  
ES

CHECK LIST

Rule 47      Continuing Data      PCT      Disclaimer

~~No~~      ~~No~~      ~~No~~      ~~No~~

Microfiche Appendix      CPA tag

~~No~~      ~~No~~

Foreign Priority Claimed: ~~No~~  
Acknowledged: ~~No~~

State Code: ~~TX~~      Country Code:

Text Endorsement: ~~09917746.073101~~

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JACKET

<u>SERIAL NUMBER</u>	<u>FILING DATE</u>	<u>CLASS</u>	<u>SUBCLASS</u>	<u>GAU</u>
<del>09/917,746</del>	<del>07/31/01</del>	<del>379</del>	<del>211.02</del>	<del>2642</del>

FOREIGN PRIORITY  
Country      Document Number      Date

DISCLAIMER

/ /

TITLE

~~Telephone call processing in an interactive voice response call  
management system~~

MICROFICHE APPENDIX

ASSISTANT EXAMINER:

<u>First:</u>	<u>Middle:</u>	<u>Last:</u>
<del>Hector</del>		<del>Agdeppa</del>

PRIMARY EXAMINER:

<u>First:</u>	<u>Middle:</u>	<u>Last:</u>
<del>Fan</del>		<del>Tsang</del>

CLAIMS ALLOWED  
Total Print

~~24~~ ~~1~~

DRAWINGS  
Sheets Figures Print

~~5~~ ~~5~~ ~~Y~~

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BLUE SLIP INFORMATION

<u>SERIAL NUMBER</u>	<u>CLASS</u>	<u>SUBCLASS</u>	<u>GAU</u>
<del>09/917,746</del>	<del>379</del>	<del>265.01</del>	<del>2642</del>

INDEP. CLAIMS

~~1,8,17,20~~

TOTAL CLAIMS

~~24~~

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BLUE SLIP (Page 1)

INTERNATIONAL CLASSIFICATION  
Class SubClass

~~H04M~~ ~~3/00;1/64~~

CROSS-REFERENCES  
Class SubClass

~~379~~ ~~88.01;88.18~~

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TERM EXTENSION

~~571~~  
FIELD OF SEARCH

Class SubClass

~~379~~ ~~265.01-266.1;88.01;88.17~~

OATH

INVENTOR NAME

First: Middle: Last: Signed:  
~~Robert~~ ~~R.~~ ~~Bushey~~ ~~Yes~~  
City: ~~Cedar Park~~  
State: ~~TX~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:  
~~Yanira~~ ~~Marbella~~ ~~Bowen~~ ~~Yes~~  
City: ~~South Pasadena~~  
State: ~~CA~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:  
~~Ruth~~ ~~Elaine~~ ~~Lawrence~~ ~~Yes~~  
City: ~~Los Angeles~~  
State: ~~CA~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:  
~~John~~ ~~Mills~~ ~~Martin~~ ~~Yes~~  
City: ~~Austin~~  
State: ~~TX~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:  
~~Denise~~ ~~Quackenbush~~ ~~Yes~~  
City: ~~Danville~~  
State: ~~CA~~ ZIP Code: Country: Foreign ZIP:

INVENTOR NAME

First: Middle: Last: Signed:

~~Rachel~~ ~~Beth~~ ~~Simon~~ ~~Yes~~

City: Walnut Creek

State: CA ZIP Code: Country: Foreign ZIP:

PCT INFO

CONTINUING DATA (Page 1)

LINE CODE SERIAL NUMBER FILING DATE STATUS DOCUMENT NO. ISSUE DATE

REFERENCES (Page 1) SERIAL NUMBER: 09/917,746  
FORM 892

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
<del>5,329,578</del>	<del>07/1994</del>	<del>Brennan et al.</del>	379	<del>211.03</del>
<del>5,384,831</del>	<del>01/1995</del>	<del>Creswell et al.</del>	379	<del>114.05</del>
<del>*6,778,651</del>	<del>08/2004</del>	<del>Jost et al.</del>	379	<del>201.01</del>
No issue date available.				
<del>*6,600,821</del>	<del>07/2003</del>	<del>Chan et al.</del>	379	<del>265.07</del>
No issue date available.				
<del>2004/0062371</del>	<del>04/2004</del>	<del>Maropis et al.</del>	379	<del>114.2</del>

FOREIGN REFERENCES

Foreign Doc No. Date Country Class SubClass

OTHER REFERENCE CITATIONS (incl. Author, Title, Date, Pertinent Pages, etc.)

REFERENCES (Page 2) SERIAL NUMBER: 09/917,746  
FORM 892



U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
<del>*6,263,051</del>	<del>07/2001</del>	<del>Saylor et al.</del>	379	<del>88.17</del>
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<del>*6,487,277</del>	<del>11/2002</del>	<del>Beyda et al.</del>	379	<del>88.01</del>
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<u>Foreign Doc No.</u>	<u>Date</u>	<u>Country</u>	<u>Class</u>	<u>SubClass</u>
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OTHER REFERENCE CITATIONS (incl. Author, Title, Date, Pertinent Pages, etc.)

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REFERENCES (Page 3) SERIAL NUMBER: 09/917,746  
FORM 1449

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
<del>4,310,727</del>	<del>01/1982</del>	<del>Lawser et al.</del>		
<del>4,694,483</del>	<del>09/1987</del>	<del>Cheung</del>		
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REFERENCES (Page 4) SERIAL NUMBER: 09/917,746  
FORM 1449

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REFERENCES (Page 5) SERIAL NUMBER: 09/917,746  
FORM 1449

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OTHER REFERENCE CITATIONS (incl. Author, Title, Date, Pertinent Pages, etc.)

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REFERENCES (Page 6) SERIAL NUMBER: 09/917,746  
FORM 1449

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
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<del>*6,058,163</del>	<del>05/2000</del>	<del>Pattison et al.</del>		
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<del>*6,099,320</del>	<del>08/2000</del>	<del>Papadopoulos</del>		
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<del>*6,134,315</del>	<del>10/2000</del>	<del>Galvin</del>		
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<del>*6,134,530</del>	<del>10/2000</del>	<del>Bunting et al.</del>		
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OTHER REFERENCE CITATIONS (incl. Author, Title, Date, Pertinent Pages, etc.)

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REFERENCES (Page 7) SERIAL NUMBER: 09/917,746  
FORM 1449

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
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No issue date available.

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Kelly, +37 ~~From Intelligent Call Routing to Intelligent Contact Management~~, +38 +0 ~~Call Center Solutions~~, v19, n3, Sep. 2000.

~~+37 Call Center Roundup (Buyers Guide)~~, +38 +0 ~~Teleconnect~~, Dec. 1998.

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~~Foster, +37 Advanced-DEFINITY call centers: Working for you and your customers~~, +38 +0 ~~AT&T Technology~~, v9, n2, Summer 1994.

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~~Hart, S.G., and Staveland, L.E. (1988). +i Development of the NASA-TLX  
+1 (+i Task Load Index+1) +i Results of Empirical and Theoretical  
Research+1. The P.A. Hancock and N. Meshkati (Eds.), +i Human Mental  
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~~Jehn, B.E.; and Kieras, D.E. (1996). Using GOMS for User-Interface  
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Workload Assessment. +i The American Psychological Association,  
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Application Interface+1. +38 +0 Montreal, Quebec, Canada: American  
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~~Wei, Z.G. (1997). +i Mental Load and Performance at Different  
Automation Levels+1. The Netherlands: Delft University. Applicants  
particularly call the Examiner+3's attention to pp. 28-38 of this  
document.~~

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FORM 1449

U.S. REFERENCES

<u>U.S. Pat No.</u>	<u>Date</u>	<u>Patentee</u>	<u>Class</u>	<u>SubClass</u>
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FOREIGN REFERENCES

<u>Foreign Doc No.</u>	<u>Date</u>	<u>Country</u>	<u>Class</u>	<u>SubClass</u>
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~~Wierwille, W.W. and Eggemeier, F.T. (1993). Recommendations for Mental~~



~~Workload Measurement in a Test and Evaluation Environment. +i Human  
Factors+1, 35 (2), 263-281.~~

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ACD Learning Center Tutorial Series, ACD Call Center Online Learning  
Center, +21 <http://www.call-center.net/ivr-series.htm>+22.~~

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+37 Customer Management Technology+38, TeleTech, +21  
<http://www.teletech.com/solutions/cmt.htm>+22, printed on Dec. 18,  
2001.~~

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+37 Products & Services+13 Interactive Voice Response (IVR)+38,  
Prairie Systems, +21 <http://www.prairiesys.com/PSI/p+hd+13+1s+hd+13+1interactive+hd+13+1sol.htm>+22.~~

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+37 RVS Voice+38, iMessaging Systems, Inc., +21  
<http://www.imessagingsystems.com/imsprods/rvsvoice/resvoice.htm>+22.~~ ←

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+37 What+3 s Next in Interactive Voice Response+38, International  
Nortel Networks Meridian Users Group, +21  
<http://www.innmug.org/information/kirvan.html>+22, which was published  
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